



JONATHAN E. FIELDING, M.D., M.P.H.
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February 4, 2010

TO: Each Supervisor

FROM: Jonathan E. Fielding, M.D., M.P.H.
Director and Health Officer

SUBJECT: **REQUEST TO AMEND FOUR EXISTING INFORMATION TECHNOLOGY
SUPPORT SERVICES MASTER AGREEMENT WORK ORDERS**

This is to advise you of my intent to request the Internal Services Department (ISD) to amend current Information Technology Support Services Master Agreement (ITSSMA) work orders as described herein:

1. ITSSMA Work Order 04-834, with Systems Experience, Inc., to extend the term through June 30, 2011 and increase the total maximum amount by \$174,300 from \$269,970 to \$444,270.
2. ITSSMA Work Order 04-856, with Trinus Corporation, to extend the term through June 30, 2011 and increase the total maximum amount by \$186,000 from \$232,800 to \$418,800.
3. ITSSMA Work Order 04-845, with Staff Tech, Inc., to extend the term through June 30, 2011 and increase the total maximum amount by \$127,000 from \$265,360 to \$392,360.
4. ITSSMA Work Order 04-2213, with Totalis Consulting Group, Inc., to increase the total maximum amount by \$157,500 from \$385,000 to \$542,500.

In accordance with ITSSMA guidelines, prior Board notice is required for work orders that will exceed \$300,000. These related work orders exceed that amount individually and in aggregate.

BACKGROUND

DPH has developed custom software applications to support various programmatic and administrative functions which include:

- Children's Health Outreach Initiative Information System (CHOI)
- Nursing Practice Management System (NPMS)
- Office of Women's Health Information System (H²RS)

- Assignment Tracking
- Medi-Cal Administrative Activities (MAA)
- Patient Satisfaction Survey (PSS)
- Executive Dashboard
- HIV Information Resources System (HIRS)

These applications have been in production for between three to five years and require routine application software maintenance. In addition, there are new application projects in development and once completed, will require routine maintenance.

SCOPE OF WORK

The scope of work for the existing work orders and requested revisions includes .NET programming and the following activities in support of the developed applications:

- Perform all roles in IT software development, which may include the role of lead programmer;
- Perform routine and non-routine maintenance functions for DPH's various .NET applications;
- Attend development meetings to obtain a better understanding of customer needs or application enhancement coding changes required;
- Document all development work performed;
- Consult with Public Health Information Systems (PHIS) operations regarding configuration and deployment methodologies;
- Work with PHIS Help Desk, PHIS operations, and DPH Program Offices to resolve user issues dealing with DPH's various .NET applications;
- Work with PHIS technical staff to perform knowledge transfer; and
- Make software modifications to improve a project's operational effectiveness.

JUSTIFICATION

DPH currently does not have sufficient full-time, permanent staff with the requisite technical skills or knowledge to perform the required functions listed above. Consultants from these agencies possess highly specialized training and an intimate knowledge of DPH's existing legacy applications to provide necessary and qualified assistance to DPH in the development and maintenance of existing and planned application development. DPH relies on these consultants to supplement existing County staff to ensure these critical systems continue to function properly.

Due to the current fiscal climate, DPH is unable to hire full-time County personnel; DPH can only augment its workforce through the use of consultants. If DPH is not able to obtain the technical services and skill set provided by the consultants, the lack of ongoing maintenance and development could adversely affect ability of DPH programs to effectively and efficiently carry out DPH's mission, goals and objectives.

FISCAL IMPACT

The consultants' hourly rate for these time and material work orders will remain the same through the extended terms of the work order. Sufficient funds for this project are available in the DPH budget.

VENDOR	WORK ORDER No.	Work Order Current Maximum Amount	Proposed Increase	Work Order New Maximum Amount
Systems Experience, Inc.	04-834	\$269,970	\$174,300	\$444,270
Trinus Corporation	04-856	\$232,800	\$186,000	\$418,800
Staff Tech, Inc.	04-845	\$265,360	\$127,000	\$392,360
Totalis Consulting Group, Inc.	04-2213*	\$385,000	\$157,500	\$542,500
TOTALS		\$1,153,130	\$644,800	\$1,797,930

*On August 12, 2009, ITSSMA Work Order 04-2213 was amended to reduce the contractor's hourly rate in exchange for an additional year to June 30, 2011.

NOTIFICATION TIMELINE

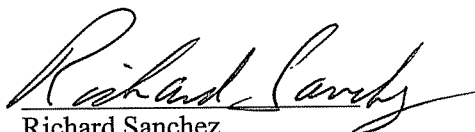
Consistent with ITSSMA policies and procedures, this is to inform the Board of DPH's intent to amend the term and increase the maximum dollar amount of these work orders. If no objection is received from the Board by February 26, 2010, DPH will request ISD to proceed with the amendments of these Work Orders.

If you have any questions or require additional information, please let me know.

JEF:jrc

c: Chief Executive Officer
County Counsel
Executive Officer, Board of Supervisors
Chief Information Officer
Director, Internal Services Department

NOTED AND APPROVED:


Richard Sanchez
Chief Information Officer

2-11-10
Date